

INVITATION TO BID

COVER LETTER

ADDITIONAL INFORMATION BID #000474A

PROCEDURE & BID SUBMISSION:

BIDDERS MUST PROPERLY COMPLETE AND SIGN BID, INCLUDING ALL REQUIRED ATTESTATIONS AND ADDENDA. ANY EXCEPTIONS TO THE ATTACHED TERMS AND CONDITIONS SHALL BE PRESENTED AT THE TIME OF THE BID SUBMISSION. NOTE THAT ANY EXCEPTIONS MAY RESULT IN A DISQUALIFIED BID IF THE AFOREMENTIONED EXCEPTIONS ARE IN CONFLICT WITH STATE GUIDELINES GOVERNING LSUHSC. BIDS MUST BE SIGNED BY A REPRESENTATIVE OF YOUR COMPANY AUTHORIZED TO ENTER INTO CONTRACTS ON BEHALF OF YOUR ORGANIZATION IN ACCORDANCE WITH LOUISIANA R.S. 39:1594

PLEASE REVIEW THE INVITATION TO BID DOCUMENT AS CHANGES WERE MADE TO THE FORMAT AND CONTENT, PAY SPECIAL ATTENTION TO PAGE 2, "STANDARD TERMS & CONDITIONS", NUMBER 9 "SIGNATURE AUTHORITY".

Lori A. Long
Purchasing Manager-LSUHSC Auxiliary Enterprises

LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER

NEW ORLEANS CAMPUS

ACCESS CONTROL
SERVICE AND MAINTENANCE CONTRACT

INVITATION TO BID

BID NUMBER 000474A

OCTOBER 5TH, 2021 @ 2:00 P.M.

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010000 - SUMMARY:

This bid is for repair and preventative maintenance of the access control (AC) system on the Louisiana State University Health Sciences Center, New Orleans (LSUHSC-NO) campus through the Department of Auxiliary Enterprises (AE). The designated representative of AE for this service is Petros Christakis, Assistant Director of Auxiliary Enterprises. The successful bidder will provide all labor for repair and maintenance of LSUHSC-NO AC equipment as outlined in Attachment A. A site visit of buildings and equipment may be scheduled at the vendor's request. The contract awarded will be for an initial duration of (12) twelve months from date of award. You must enter your bid prices for labor rates where indicated on the Invitation to Bid

At the option of LSUHSC and acceptance by the contractor, this contract may be extended for Up to (4) four additional (12) twelve month periods at the same price, terms and conditions. Contract must not exceed (60) sixty months.

If there is any change to the price or terms and conditions from the original purchase order, then LSUHSC must re-bid the AC maintenance and service contract. A new solicitation will be created and all prospective vendors will be given the opportunity to compete for LSUHSC-NO AC maintenance and service business. LSUHSC reserves the right to award all or none. Quote your labor prices to repair and maintain the equipment listed in Attachment A. The successful bidder must be a Software House authorized dealer and provide a minimum of three (3) client references including contact person name, address and phone number from three (3) organizations of similar size and complexity currently under contract that utilize Software House CCURE 9000. Only organizations which have been in the AC business at least five (5) years will be considered. The University reserves the right to reject any and all bids at its discretion. After the contract has been awarded, no changes will be made to any part of the contract without written approval from Rob Parker, Director of Purchasing, or his designee.

010010 - GENERAL:

Bids shall be received by LSU Health Sciences Center based on these specifications. The contract will be administered by a representative of LSUHSC's Department of Auxiliary Enterprises, hereafter denoted by the term "department." The use of the word "vendor" or "contractor" shall be interpreted to be the firm or corporation who has been awarded a contract by the department.

LSUHSC-NO currently owns and manages a centralized and integrated AC security system that encompasses the New Orleans campus of LSUHSC. It is the responsibility of the Bidder to field verify job site conditions that may affect the cost to maintain the ACVS system. The location(s) the work/delivery/service is to be performed, completed and managed is/are at locations(s).

- LSUHSC-NO main campus including but not limited to:
 - Resource Center Building, 433 Bolivar Street
 - Lions Eye Center, 2020 Gravier Street
 - Seton Building, 478 South Johnson Street
 - Medical Education Building, 1901 Perdido Street
 - Roman Parking Garage, 425 South Roman Street
 - Gravier Parking Garage, 1661 Gravier Street
 - Human Development Center, 411 South Prieur Street
 - Allied Health/Nursing Building, 1900 Gravier Street
 - Clinical Sciences Research Building, 533 Bolivar Street

- Residence Hall, 1900 Perdido Street
- Sister Stanislaus Hall, 450A South Claiborne Avenue
- Clinical Education Building, 1542 Tulane Avenue
- Center for Advanced Learning and Simulation, 2021 Perdido Street
- Dental School Campus, 1100 Florida Avenue
- Walk to Wellness Elevated Walkway 1800- 2000 blocks of Gravier Street
- Other LSUHSC-NO facilities
 - LSUHSC-NO Foundation, Centers of Excellence or other affiliated agencies.
 - Miscellaneous parking lots within walking distance of campus buildings.

Locations may be added or removed at any time. The access control system is managed by Software House C-CURE 9000 software. Clearances, holiday schedules, and routine system management is done by LSUHSC-NO Information Security while project management and software and hardware support are managed by the Department of Auxiliary Enterprises, ACVS (Access Control & Video Surveillance) section.

LSUHSC-NO Department of Information Technology designed and created an interface (SASI) between PeopleSoft HRM and C-CURE to ensure automated and timely personnel updates to the security system's database. This information is currently being updated every hour. Students, faculty, staff and affiliates are centrally granted clearances individually or in groups.

There are one or more iSTAR controllers located within each building on campus which manage access control and communicate with the C-CURE server via LSUHSC's internal computer network. Each panel is capable of operating independently should communication with the main server be disrupted; accumulated data is updated and exchanged when communication is restored.

The system uses (but is not limited to) proximity and biometric readers to control access to areas on campus based on established clearances that are maintained by Information Security and designated individuals to grant or restrict access to areas of the campus. Door and elevator access are controlled by clearance and time constraints.

There are also networked audio/video intercoms at select building entrances that allow a central monitoring station to view and communicate with individuals requesting access to restricted areas. These systems are integrated with Milestone XProtect to allow video recording and with the C-CURE server to allow remote door release.

In addition to these systems, there is hardware in place to monitor sounds in stairwells, walkways or other hidden from view high risk areas, that report loud sounds such as screams or other noises associated with persons in distress.

As of this writing, the system generally consists of the following components:

- C-CURE 9000 version 2.60 model Series R (capacity for 512 readers, 41 client licenses, 5000 inputs and 5000 outputs).
- 51 each iSTAR control panels w/hardware controllers (Classic/Pro/eX/Ultra/Edge)
- 380 proximity readers installed (HID, Allegion)

Attachment A details the current list of hardware types.

The contractor must have been in continuous operation for a period of 5 years or more as an electronic access control provider in the United States. Federal or State tax forms, occupational licenses or similar forms of proof shall be adequate for this provision.

The contractor must be currently recognized as a factory authorized representative of Software House, the manufacturer of the security software and hardware infrastructure on the LSUHSC-NO campus. Letters of security contractor's authorization on manufacturer's letterhead should be provided with bid submission. Information to be included in the authorization letter will be the date when the security contractor became authorized.

The contractor must have installed or supported at least 3 Software House systems of similar size, complexity, and general operation as the system described in the specification in the last 5 years. A list of client names, contact telephone numbers and contact persons shall be satisfactory proof for this qualification. Proposer, by virtue of this submittal, shall give LSUHSC-NO and its' agents or consultants, permission to contact these system users for the purpose of determining satisfaction with the system and the service provided by the Proposer. The successful bidder will be required to produce this list.

The vendor and staff must be licensed by the Louisiana State Fire Marshal for security and access control. Proposer should submit copies of vendor and staff licenses with the ITB submittal. Contractors who have security licenses or permits pending shall not be considered acceptable for bidding on this project.

Respond to time requirements stated in the Maintenance Clarifications section with a staff of factory-trained technicians fully capable of maintenance and repair, and facilities for training institution personnel on system hardware and software. Submittal shall also include a list of all service office locations that may be called upon to install or service our security system. This list must include address, telephone, and email for each office. This office must have access to transportation facilities that will permit a service response time required in the Maintenance Clarifications section of this ITB.

Because C-CURE 9000 is the backbone for the LSUHSC-NO security system the security contractor shall have a minimum of 2 Software House certified technicians currently working in local office(s) in order to provide on-site factory-trained service and installation. The security contractor shall provide proof by supplying copies of training certificates with dates of training and payroll verification for same technicians. Also, the security contractor shall provide in writing on Software House letterhead, proof that the security contractor has been a Software House authorized dealer for the last 5 years. The submittal should include the names and years of experience of all technicians currently employed that will provide installation of, or service to, the proposed system. The list of technicians employed by the Proposer must include their office address, telephone number and the approximate number of other similar systems each presently supports. LSUHSC reserves the right to add or delete security equipment as necessary.

LSUHSC reserves the right to reject any and all bids at its discretion.

LSUHSC reserves the right to make an all or none contract award.

After the job has been awarded, no changes will be made to any part of the contract without written approval from the Assistant Director of Auxiliary Enterprises and the Chief Procurement Officer or his designee. The proposed change will be submitted in writing, with a breakdown of labor rates for each type.

No notice of completion, delivery memo, invoice, or other document will be signed, or approvals of any type be given for any part of the job or delivery of any equipment or materials, except by the Assistant Director of Auxiliary Enterprises or his designee.

All work will be done during normal working hours unless prior written approval is granted by the Assistant Director of Auxiliary Enterprises. All work must be completed with minimal disruption to normal business operations.

When a discrepancy or ambiguity arises between the written specifications and the drawings, the document which is more stringent, or which benefits LSUHSC more as determined by the Assistant Director of Auxiliary Enterprises shall govern.

010020 – SCOPE OF WORK:

At a minimum, the service provided under this contract is to include one (1) part-time (8 hours per week) on-site technician to handle maintenance, repairs, and small projects one (1) day a week (Wednesday) from 7:30 AM to 4:00 PM (30 minutes for lunch). The particular day of the week may be rescheduled at the request of LSUHSC-NO with 14 days notice. This technician will not be assigned additional accounts beyond the properties owned by the LSU Health Sciences Center on days he/she reports to work at LSUHSC-NO. Technician must be onsite with tools and equipment and ready to work at 7:30 AM. As necessary, the contractor may assign additional technicians to service LSUHSC equipment in order to meet required timelines for service. Quote your price to furnish all labor rates necessary to maintain and repair LSUHSC-NO security equipment for a period of twelve (12) months. The contract has an annual renewal option for a period of four (4) years from July 19, 2022. The bidder must also provide an hourly overtime rate for after-hours calls, emergency service, and holidays. The contract also requires that the contractor supplies tools, diagnostic equipment, ladders, transportation, consumable supplies (electrical tape, wire nuts, etc.) or anything with the exception of parts or cable required to service and maintain the ACVS system.

SEE ATTACHMENT A –SECURITY EQUIPMENT ON THE LSUHSC CAMPUS typically installed on the LSUHSC campus

NOTE: LSUHSC does not pay for travel time or mileage to the jobsite.

010030 - INTENT:

In all areas, the intent of this specification is to provide labor for comprehensive preventative maintenance, repair, and ongoing service for all security equipment on the LSUHSC –NO campus.

Labor, equipment, or expertise not expressly set forth but which are reasonably implied or necessary for the proper performance of this work shall be included.

010040- CALENDAR OF EVENTS

Event	Date
ITB ReBid Issued	Sept. 23, 2021
Bid Opening	October 5 th , 2021
Contract Award	October 6 th , 2021

010047 – BID SUBMISSION

Bids must be received on or before 2:00 PM on the date specified in the Calendar of Events (Section 010040). Bidders mailing their quotes should allow sufficient mail delivery time to ensure receipt of their proposal by the time specified. Bids must be delivered by mail, express delivery, or hand delivered at the Bidder's expense to:

Lori Long – Purchasing Manager - AE
Louisiana State University Health Sciences Center – New Orleans
433 Bolivar Street
Room 623C
New Orleans, LA 70112
Phone: (504) 568-4715
Fax: (504) 717-2935
LCUEVA@LSUHSC.EDU

PLEASE NOTE...all bids are due by 2:00 PM Tuesday, October 5th, 2021. They must be delivered to 433 Bolivar Street, Room 623C (Purchasing Department), New Orleans, LA 70112. Late bids will not be accepted. It is the bidder's responsibility to make sure bids are delivered on time. Delays by mail, traffic, or any other reason will be at the bidders own risk.

BIDS SHALL BE DELIVERED IN A SEALED ENVELOPE AND THE BID NUMBER SHOULD BE CLEARLY MARKED ON THE OUTSIDE OF THE ENVELOPE.

010050 – CONTRACT ACTIVITIES

Maintenance, repair, and installation (labor only) of all security equipment at LSUHSC-NO including but not limited to card readers, magnetic locks, electric strikes, PIRs, push to exit buttons, status sensors, access control panels, and power supplies, will be done at no additional charge. This maintenance contract will include periodic cleaning and adjustments to equipment as necessary. A sufficient supply of emergency parts for repair of security equipment will be maintained by LSUHSC-NO so repairs and replacement are completed in a timely manner. LSUHSC reserves the right to purchase equipment from vendor of choice.

Maintenance records must be maintained by the contractor and provided to Auxiliary Enterprises on a monthly basis. These records must list all equipment maintained by the vendor, any maintenance or repairs performed, when equipment was last inspected, and the name of the technician performing the

work. Reports to include arrival time, repair completion time, departure time, actual labor hours and the corrective action taken. Contractor must provide training to LSUHSC-NO staff as it is deemed necessary, either due to employee turnover or deployment of new equipment or features. Contractor must actively pursue solutions to any issues encountered during the contract period whether they are hardware or software issues.

010060 - MAINTENANCE

Under the agreement, security hardware will be repaired, replaced, or installed at no additional labor charge. This includes but is not limited to installation or repair of: panels, card readers, communications devices, alarm contacts, magnetic locks, electric strikes, push to exit buttons, PIR motion detectors, etc. (labor only). Any additions made to the system during the maintenance contract period will also be covered by this agreement at no additional cost. In the event of a communications failure (phone or network), the system must be able to operate in a reduced capacity i.e. panels, and card readers must remain functional.

The contractor shall perform periodic preventive maintenance inspections and tests on all system components.

These inspections and tests shall include but not be limited to the following:

- 1) Check all panel connections for good contact and solid termination.
- 2) Readers and electronic access control devices need to be inspected for wear.
- 3) As devices are tested for proper operation, mechanical and/or electronic adjustments will be made as needed.
- 4) Visually inspect the primary and all secondary circuit boards for signs of excessive heat and oxidation.
- 5) Note the firmware versions of each panel and when necessary upgrade to the current version.
- 6) Test alarm points by opening controlled doors and ensuring that the perimeter breach is displayed on the system monitoring station.
- 7) Test card readers by presenting a valid card to the reader and ensuring that the door unlocks, then presenting an invalid card to the reader and ensuring that the door remains locked and a record of the violation appears on the system workstation monitor.
- 8) Test locks on all controlled doors by closing and securing the door then attempting to open it without authorization. During this test, the technician shall also examine the door closer (where installed) to ensure they function properly. The door should be opened to approximately 70 degrees and released (not pushed). The door shall close fully without jamming or stalling and the lock engage without assistance. Failure of the door to perform in this manner should be noted and reported to the AE Project Manager.
- 9) Test standard and emergency exit devices on all doors with locks controlled by the access control system. This means using (installed) exit buttons, even when a PIR is present, testing door handle hardware egress when electric strikes or crash bars are used and operating emergency break glass units. Where practical, break glass units may be temporarily defeated by "removing" the control glass instead of breaking it.

Software support will be provided by the contractor as needed. LSUHSC-NO Information Security will maintain clearances and door schedules for the CCURE server.

CORRECTIVE MAINTENANCE

The contractor must have a web based portal for initiating, tracking, and updating status for non-routine service calls or installation projects. A technician shall be available for emergency service outside normal business hours and the selected provider shall provide an easy and reliable means of reaching that technician. When contacted about a service problem, the selected provider shall document the complaint with a "service ticket" or some form of documented reference that clearly describes the following:

- 1) date and time of initial report
- 2) description of problem
- 3) date and time of response
- 4) description of work done to correct the problem
- 5) condition of the system after the work was performed
- 6) an inventory of any parts used to correct the problem
- 7) the number of labor hours expended in problem resolution
- 8) the name and signature of the LSUHSC-NO employee certifying that the problem was resolved

Upon completion of the service call, the vendor shall leave a copy of this document with the AE Project Manager. If this documentation is not received within thirty (30) days after effective date of contract, monthly payment for maintenance shall be withheld until this report is received.

MAINTENANCE CLARIFICATIONS

The maintenance of the security system covered by this contractual agreement shall include all labor and the performance of all tests. The contractor shall offer a software maintenance agreement from Software House (separate from this bid) and shall notify LSUHSC-NO when any upgrades, patches or other software enhancements are available. It shall be the vendor's responsibility to maintain communications with Software House and keep apprised of software developments that may affect the LSUHSC-NO security system.

Vandalism:

Vandalism shall be defined as the intent to destroy. Contractor shall immediately notify LSUHSC of any misuse, abuse or accidental damage and document incident. Contractors will not be responsible for misuse, abuse, or accidental damage by others.

Performance:

That which was designed and built into the original installation shall measure performance. Eliminating the functions or bypassing any system features without written permission shall give LSUHSC the right to terminate the contract or seek other liquidated damages.

Each visit to the campus must be documented and signed by the Assistant Director of Auxiliary Enterprises or his designee. Invoices will not be paid until this documentation is received. (Copies of contractor records with invoices will be satisfactory for payment).

A repair which results in down time must be recorded in detail including the type of repair, any equipment or materials used to make the repair and must be scheduled with the Assistant Director of Auxiliary Enterprises before work commences.

Contractor agrees to provide all labor and services specified in this contract including: adjust, repair or install the mechanical and electrical parts of the security equipment in accordance with the specifications and as annexed to this contract.

Should re-usable equipment be removed from service, it will be given to the AE Project Manager for re-use.

Phone calls and email correspondence must be returned no later than the next business day. Contractor response to technical inquiries will be expected within 3 business days. In the event more research time is required, a status update will be expected every 3 business days. Proposals must be inclusive of all necessary costs to obtain the intended results. Permission for access to these facilities may be revoked for anyone who violates facility traffic regulations, parking restrictions, and directions of the responsible security personnel. All of the selected provider's personnel, operating forces, and delivery personnel shall be made aware of and shall comply at all times with the regulations and the directions of the Institution.

Contractor's employees and sub-contractors provided to Auxiliary Enterprises under this agreement may be subject to criminal background checks.

No profanity or loud boisterous conversations will be tolerated in or around the property. No music of any type will be tolerated in or around the property. Selected provider shall not put waste in vacant or storage areas. All waste is to be removed daily from the building and deposited in a location designated by the Institution or hauled offsite. Selected provider is responsible for maintaining cleanliness of area. No smoking.

Contractor representatives are to confine themselves to their respective work areas. Workers found roaming or loitering in non-work areas will be banned from the property.

The Institution will not supply parking areas. Selected provider shall arrange for parking as required with outside agents.

All workers will wear LSUHSC-NO identification tags at all times. The names and titles of all workers that will be on the Institution's premises and their supervisor's name shall be submitted prior to the commencement of work.

The selected provider must represent LSUHSC-NO's interest when interfacing with manufacturers for which the selected provider is a dealer or otherwise acts as a go-between. Problems and issues will be dealt with in a timely manner and in the best interest of LSUHSC-NO.

Documentation for all components new to LSUHSC-NO must be turned over to the AE Project Manager.

Formal training sessions and individual assistance must be provided by factory trained personnel at the request of the AE Project Manager.

Wall, ceiling, and floor penetrations (fire wall or not) must be sealed in compliance with Louisiana State fire codes covering smoke and fire walls. All work must comply with all applicable codes, standards,

rules and regulations; State, LSUHSC-NO, ANSI/TIA, Fire and building standards with applicable portions of UL safety standards pertaining to materials.

All low voltage cables shall be clearly labeled with the name of the applicable component to which the cable is connected. Conductors shall be un-broken copper wire, color-coded and all terminations in each panel shall be consistent with regard to the colors used on each connector. This color code shall be documented and delivered with the system documentation.

Where appropriate, interfaces with the Institution's telecommunications and data communications system shall be coordinated with the Institution's representatives and shall meet all applicable requirements set forth by LSUHSC-NO. Warranty repairs or replacement will be handled by the selected provider. The selected provider shall provide labor in full compliance with all Software House installation and maintenance procedures.

All exposed wiring inside and outside the control console, cabinets, boxes, and similar enclosures, shall be dressed down neatly and secured with wiring cleats or wire ties.

All exposed metallic flexible conduit and armored cable shall be dressed down neatly and secured with low profile, metal fasteners.

The AE Project Manager may require an emergency response to a service call and will so state when the call is placed. In these cases the standard response time expected is 1 hour during business hours and 2 hours after 5:00 PM. Additional billing may be accepted. Non-working door closers and other perimeter barricade devices must be inspected along with the locking system and control equipment installed for that opening. If a problem is found with a door closer or other door related device that problem must be clearly noted on the inspection service ticket AND the technician must notify AE of the problem on the same day the problem was discovered.

If the condition of the security system is not satisfactory or repairs and installations are not done in a timely manner and the contractor cannot furnish an acceptable reason for the delay, LSUHSC reserves the right to employ another security contractor to complete the work. The accumulated costs of such expenditure may be billed to the contractor as a contractual obligation.

010070 – COORDINATION OF WORK:

Coordinate the work of all trades. The University shall give the contractor access to the areas covered under this contract in such a manner that the work will be completed in a timely fashion with a minimum of disruption to the normal flow of business. The timing and sequence of the work will be coordinated by the Assistant Director of Auxiliary Enterprises.

The Assistant Director of Auxiliary Enterprises and University Police shall be notified before any work is done which will create noise, smoke and/or dust, or involve soldering, welding, or other heat or flame-producing process. Contractor to follow hot work permit and lock out tag out procedures.

All tasks are to be performed in a workmanlike manner, according to standard and acceptable trade practice for the trades involved. All work must be performed in accordance with all applicable city, state, and federal codes, laws, regulations and ordinances. Knowledge of existing codes, laws, regulations and ordinances pertaining to the above work is the responsibility of the successful bidder.

010080 - REQUIREMENTS FOR CONTRACTOR SKILL POOL:

The successful bidder warrants that only factory authorized technicians will be employed to perform work under the contract resulting from this request for quote. Laborers and unskilled workmen will not be used under any circumstances to perform tasks requiring factory authorized technicians or skilled labor. LSUHSC reserves the right to approve account managers, designated customer service representatives and any other key personnel to be assigned to this project, including those of subcontractors should be provided.

The University reserves the right to examine the contractor's past payroll records and any subcontractor's records to determine whether the employees being used on the contract are regularly employed. The University also reserves the right to question the use of an employee whom it feels is not certified or trained on a task that requires a training or certification.

010100 - PROJECT ADMINISTRATION & MEETINGS:

Once the contract has been awarded, the contractor will be required to hold a contract commencement meeting. The purpose of the meeting will be to acquaint the contractor with LSUHSC-NO focal points, and familiarize the contractor with current status of AC on campus, and acquaint LSUHSC with vendor representatives who will be servicing LSUHSC. LSUHSC may request a presentation to get additional information on services or vendor procedures.

Business Performance Review sessions may be scheduled at LSUHSC's request. Key Performance Indicators to be reviewed include but are not limited to:

- Access control uptime
- Service response times
- Types and quantity of non – compliance issues

The BPR will also provide an opportunity for contractor and university to identify challenges and explore possible solutions.

010120 - QUALITY ASSURANCE:

Contractor will comply with applicable codes, regulations, ordinances and requirements of authorities having jurisdiction, including accessibility guidelines where applicable. Submit copies of inspection reports, notices and similar documents electronically to the Assistant Executive Director of Auxiliary Enterprises.

Use experienced service personnel. Furnish evidence of experience if requested.

Deliver, handle, and store materials in strict accordance with manufacturer's instructions.

Use of any supplier or subcontractor is subject to LSUHSC approval.

010130 - FACILITY OPERATIONAL REQUIREMENTS:

- Maintain egress within and around work areas.

- Maintain fire alarm systems in operation while performing maintenance work on security devices tied to fire alarm system.
- Provide temporary protection for adjacent construction. Promptly repair any damage at no additional cost to LSUHSC.
- Provide temporary barricades, cones, or signs as necessary to ensure protection of the public and contractor employees.

010170 - SPECIAL CONDITIONS

The LSU Health Sciences Center is an equal opportunity employer and looks to its contractors, subcontractors, and suppliers to take affirmative action to effect this commitment in its operation.

The award of this bid will be on an all or none basis.

The Bid number of this proposal should be referenced on all correspondence to the LSU Health Sciences Center.

At the option of the LSU Health Sciences Center and acceptance by the contractor, this contract may be renewed for four (4) additional twelve (12) month periods at the same prices, terms, and conditions.

It shall be specifically agreed and understood that the bidders may attend the bid opening, but no information or opinions concerning the ultimate contract award will be given at the bid opening or during the evaluation process. Parties may examine bids seventy-two (72) hours after the bid opening. Where any award is being considered, bidders shall comply with requests from LSU Health Sciences Center or agency personnel to visit their facilities and/or furnish additional information in order to assist evaluating bids.

Bid prices must be firm for a period of sixty (60) days from the date of the bid opening to allow for evaluation if necessary.

Compensation insurance, public liability, and property damage insurance, as outlined in the specifications, is required and the successful vendor must submit evidence of such insurance prior to commencing the contract.

THE STATE OF LOUISIANA RESERVES THE RIGHT TO CANCEL THIS CONTRACT WITH A THIRTY (30) DAYS WRITTEN NOTICE.

LSUHSC MAY AT ANY TIME TERMINATE THIS CONTRACT FOR CONVENIENCE AND WITHOUT CAUSE.

010180 - RECORDS:

The contractor shall maintain a complete, orderly and chronological file, including drawings, parts lists specifications and copies of all prepared reports. The contractor shall keep a record of all callbacks and repairs indicating any difficulty experienced and the corrective measures taken to eliminate these difficulties. The reports or trouble calls must be verified and signed by a person designated by the using

agency, who will retain a copy. All trouble calls (call backs and repairs) are indicated by a "service ticket" and signed by the contractor and the agency. These service tickets and reports should be accessible via the contractor web portal and should be updated daily for review by the Assistant Executive Director.

010190 - GUARANTEE:

Should the contractor fail to render the services ordered under this contract, LSUHSC reserves the right to cancel this contract by certified letter. Upon the expiration of ten (10) days from the mailing of the certified letter, setting forth the services which the contractor has failed to provide, the contract shall be terminated, unless satisfactory services are in fact performed during this ten (10) day period.

Termination under this article shall not relieve or affect either party of any obligation or liability that may have occurred prior to such termination. LSUHSC reserves the right from time to time to employ others to make such checks, as they may deem necessary or advisable. When it is found that any part of the security system is not up to proper standards or tests are not being performed as required, the state of Louisiana, LSU Health Sciences Center, may exercise any or all of its options as set forth in these specifications. If these demands are not promptly complied with, within ten (10) days of the mailing of a certified letter, the state of Louisiana, LSU Health Sciences Center, may cancel this agreement and enter into an agreement with others to perform such work and deduct the total cost thereof from the contractor's monthly charges for maintenance service. If the contract has been terminated or has expired LSUHSC will demand payment from the contractor for the additional costs incurred.

LSU Health Sciences Center reserves the right to act as sole agent in determining if service is satisfactory. The contractors' failure to comply with the LSUHSC's demands in this regard, within ten (10) days of mailing of a certified letter containing such demands, will constitute a circumstance under which LSUHSC may immediately terminate the contract. LSUHSC shall conduct, through the operational unit, periodic inspections to determine the status of security system components. Results and reports of such inspection will be furnished to the contractor.

010200 - INSURANCE AND LIABILITY:

The contractor shall carry public liability insurance and workmen's compensation and a certificate of insurance shall be furnished at least five (5) days prior to the effective date of the contract. The limits of such insurance shall be as specified and shall be from a company licensed to do business in the State of Louisiana.

Contractor shall not be liable for loss or damage resulting from strikes, lockouts, fires, explosion, theft, floods, riots, war, malicious mischief, storms, acts of God or other similar or dissimilar cases beyond its control. Contractor assumes no liability for accidents to persons or property except those directly due to the negligent acts or omissions of contractor or his employees. Throughout the term of this contract, contractor shall, at its cost, maintain insurance and provide LSUHSC with current certificates of insurance for limits of liability as follows:

- Workmen's compensation and employer's liability equal to or in excess of limits of workmen's compensation laws in the State of Louisiana.
- Comprehensive liability for not less than \$1 million per occurrence, including bodily injury, liability, property damage liability, with the same coverage for automobile liability.

010210 - PERMITS, LICENSES, LAWS:

The contractor shall furnish all necessary permits, licenses, and certificates and comply with all laws or ordinances applicable to the locality of the building site and the State of Louisiana. The vendor and staff must be licensed by the Louisiana State Fire Marshal for security, access control, and video surveillance. Proposer shall submit copies of vendor and staff licenses with the ITB submittal. Contractors who have security licenses or permits pending shall not be considered acceptable for bidding on this project. The contractor must have been in continuous operation for a period of 5 years or more as an electronic access control system provider in the United States. Federal or State tax forms, occupational licenses or similar forms of proof shall be adequate for this provision.

010220 - CONTENTS OF THE SIGNED AGREEMENT:

The purchase order and these specifications will be combined to form the complete contract when the award is made.

010230 - DOCUMENTS:

Documents include the bidding requirement; ATTACHMENTS A - E, plus addenda, which may be issued by the LSU Health Sciences Center during the bidding period.

010240 - EXAMINATION OF DOCUMENTS AND SITE:

Bidders shall carefully examine the bidding documents and, if so deemed, the sites to obtain first-hand knowledge of the scope and the conditions of the work. Each contractor, by submitting a bid proposal to perform the work, represents and warrants that he has examined the specifications and site of the work and from his own investigation has satisfied himself as to the scope, accessibility, nature, and location of the work. The contractor understands the character of the equipment and other facilities needed for, the performance of the work; the character and extent of other work to be performed; the local conditions; labor availability, practices and jurisdictions and other circumstances that may affect the performance of the work. Should contractor request a change to the contract due to unforeseen conditions, then it will be taken under consideration by LSUHSC-NO Auxiliary Enterprises and procurement departments.

010250 - INTERPRETATION OF DOCUMENTS:

If any person contemplating submitting a bid for the proposal contract is in doubt as to the meaning of any part of these specifications, or other proposed contract documents, he may submit to the LSU Health Sciences Center, no later than ten (10) working days prior to the date set for opening of bids, a written request for an interpretation or clarification. No response is considered official unless received in writing from the LSUHSC-NO procurement department by the date and time identified in the Calendar of Events. Any interpretation or clarification will be in the form of an addendum duly issued. No alleged verbal interpretation or rulings will be held binding upon LSUHSC. Questions regarding the bid documents should be forwarded to Lori Long lcueva@lsuhsc.edu. Ms. Long can be contacted via telephone at 504-568-4715.

010270 - ADDENDA:

Interpretations, clarifications, additions, deletions, and modifications to the documents during the bidding period will be issued in the form of addenda and a copy of such addenda will be mailed, (via

post master or electronically) or delivered to each person (and posted to the LaPac website when possible) who has been issued a set of the bidding documents. Addenda will be a part of the bidding documents and contract documents, and receipt of them should be acknowledged in the bid form. Addenda will not be issued within three (3) working days of the established bid date. Should an addendum be required within three working days of the bid date then per Louisiana statutes the bid date will be extended seven days.

010280 - PREPARATION OF BIDS:

Prices quoted shall include all associated costs, fees, and taxes. Any bid on other than the required form will be considered informal and may be rejected. Erasure or changes in the bid should be noted and initialed; such changes could result in rejection of the bid. Bids containing any conditions, omissions, unexplained erasures, alterations, or irregularities of any kind may be rejected. Failure to submit all requested information will make the bid irregular and subject to rejection.

Requests for changes in the bid form or removal of language shall be requested in writing prior to the bid due date.

010290 - SUBMITTALS OF BIDS:

The "non-collusion affidavit" should be completed and signed by each bidder and submitted with the bid. Submit bids by mail or in person prior to the time for receiving bids set forth in the "invitation to bid" to the LSU Health Sciences Center. It is the responsibility of the bidder to ensure that the bid has been received by the appropriate purchasing personnel prior to the bid open time. See attached checklist for a list of items to be turned in with the bid submittal. **Late bids shall not be considered and will be returned unopened.**

010310 - NON-PERFORMANCE

If a service representative is not on site to perform repairs within one business day of a call being placed by LSUHSC. If a service representative is not on site within 1 hour (2 hours afterhours) of an emergency call being placed.

Falsification of records including but not limited to invoicing for services not rendered.

Failure to correct a problem on the third call-back.

Failure to follow and document maintenance procedures and frequencies with LSUHSC each trip.

Failure to submit monthly "call tickets", maintenance records and test reports into a web portal.

Non-compliance with minimum performance standards. Multiple failures to meet the preceding requirements shall give LSUHSC the right to suspend payments for that period of time at regular monthly billing rates and / or terminate the contract.

010320 – DEFAULT

Should LSUHSC seek remedy for non –performance or non –compliance through liquidated damages as opposed to contract cancellation, the following monetary penalties shall apply:

1 st Offense	\$500 plus withholding any outstanding payments due
2 nd Offense	\$1000 plus withholding any outstanding payments due
3 rd Offense	\$1500 plus withholding any outstanding payments due

Contractor will receive written notification of all non performance and/or non compliance issues within 72 hours of the occurrence. Non performance and/or non compliance issues will be evaluated on a case by case basis in those instances where the breach is beyond the contractor's control.

AFFIDAVIT OF QUALIFICATIONS

In keeping with the specifications, the vendor has successfully maintained for a period of twelve (12) months within the past five (5) years the following security systems of the same type and control to the system specified in this bid. This information shall be submitted with the bid.

	Customer	Address	Contact Information
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Date: _____

Signed: _____

Title: _____

Name: _____

(Security Contractor) **NON-COLLUSION AFFIDAVIT**

STATE OF _____ and

PARISH OF _____ being first duly sworn deposes and says that:

(1) One is () Owner () Partner () Office () Representative or () Agent of, the Bidder that has submitted the attached Bid:

(2) Such bid is genuine and is not a collusive or sham Bid:

(3) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties of interest, included in this affidavit, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other bidder, firm or person to submit a collusive or sham bid in connection with the contract for the attached Bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly sought by agreement or collusion or communication or conference with any other Bidder, to fix any overhead, profit or cost element of the Bid price or Bid price of any Bidder, or to secure through any advantage by using contacts through or any person interested in the proposed contract.

(4) The price or prices quoted in the attached Bid are fair and proper and are not tainted by collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties of interest, including this affidavit.

NAME _____
(Notary Company)

CITY _____ STATE _____
(City) (State)

SIGNATURE _____ TITLE _____
(Licensed Notary) (Title)

REGISTRATION NUMBER: _____
(Registrars Number)

SUBSCRIBED AND SWORN TO, THIS _____ DAY OF _____, 20__

****ATTACHMENT D ******INDEMNIFICATION AGREEMENT**

The _____ agrees to protect, defend, indemnify, save, and hold harmless Contractor/Subcontractor/Lessee/Supplier, the State of Louisiana, all State Departments, Agencies, Boards and Commissions, its officers, agents, servants, and employees, including volunteers, from and against any and all claims, demands, expense and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur or in any way grow out of any act or omission of its Contractor/Subcontractor/Lessee/Supplier, agents, servants, and employees, or any and all cost, expense and/or causes of action except those claims, demands, and/or causes of action arising out of negligence of the State of Louisiana, all State Departments, Agencies, Boards, Commissions, its agents, representatives, and employees.

_____ agrees to investigate, handle, respond to, and provide defense for and Contractor/Subcontractor/Lessee/Supplier defend any such claims, demands, or suit at its sole expense and agrees to bear all other cost and expenses related thereto, even if it (claims, etc.) is groundless, false, or fraudulent.

Accepted by: _____

Date Accepted: _____

Is Certificate of Insurance Attached? ____ Yes ____ No

Contract No. _____

Name: Louisiana State University Health Sciences Center New Orleans State Number: #4490
 (State Agency Name) (State Agency Number)

Purpose of Contract: _____

Checklist of Items to be submitted with Bid Response

- Invitation to Bid with pricing to be provided on Pages 11-12 Pricing to capture monthly lump sum costs for all aspects of security system service and maintenance at LSUHSC-NO. Lump sum costs include personnel rates, performing required testing and maintenance activities, cleaning equipment, fine tuning, maintaining inventories of spare parts etc.
Provide five client references including contact person name, address and phone number from five (5) organizations of similar size and complexity currently under contract.
- Completed and Signed Affidavit of Qualifications
- Completed and Signed Indemnification Agreement
- Information demonstrating the Proposer's financial stability (financial statements, annual reports, or similar data for the last three years).
- The contractor must have Federal or State tax forms, occupational licenses or similar forms of proof demonstrating they have been in continuous operation for a period of 5 years or more as an electronic access control and video surveillance system provider in the United States.
- The contractor must be currently recognized as a factory authorized representative of Software House which is the manufacturer of the security software and equipment on the LSUHSC-NO campus. Letters of security contractor's authorization on manufacturer letterhead to be provided. Information to be included in authorization letter will be the date when the security contractor became authorized.
- A list of client names, contact telephone numbers and contact persons for 3 Software House sites of similar size, complexity, and general operation as the system described in the specification installed and serviced in the last 3 years. Proposer, by virtue of this submittal, shall give LSUHSC-NO and its' agents or consultants, permission to contact these system users for the purpose of determining satisfaction with the system and the service provided by the Proposer.
- Copies of all legally required state licenses necessary to accomplish the work described herein. Contractors who have security licenses or permits pending shall not be considered acceptable for bidding on this project.
- The address of a physical office staffed with factory-trained technicians fully capable of maintenance and repair. This office must be located so as to adhere to the response time constraints specified in this bid.
- **Signed Invitation to Bid by person duly authorized to bind contractor legally.**
- Provide copy of licenses of personnel registered with the Louisiana State Fire Marshal's Licensing Board as provided for by current state statutes.
- Provide copies of training certificates with dates of training and payroll verification for a minimum of 2 Software House Certified technicians currently working in local office(s) in order to provide on-site factory-trained service and installation. The list of technicians must include their office address, telephone number and the approximate number of other similar systems each presently supports.
- Provide in writing on Software House letterhead, proof that the security contractor has been a Software House Authorized Dealer for the last 5 years.
- A policy and procedure summary in the event of a catastrophic failure to provide a full system recovery as soon as possible.
- Provide a complete schedule of all applicable labor rates for maintenance, repair, and new additions. This schedule shall include but not be limited to project management, engineering, document preparations, Fire Marshall Submittals, technicians, and laborers.

ATTACHMENT A - SECURITY EQUIPMENT ON THE LSUHSC CAMPUS**Door Strikes**

HES 4500
HES 8500
HES 1006
HES 9600

Magnetic Locks

Delayed Egress EMLock 1511S/1511T
RCI 8310 MultiMag
RCI 8371/8372 Surface MiniMag

Prox Card Readers

HID RP15
HID RP40
HID RPK40
HID ThinLine II
HID MiniProx

Access Panel Controllers

iSTAR Edge
iSTAR Pro
iSTAR eX

Door Contacts

1078CW-N recessed magnetic contact

Integrated Locks

Schlage AD300

Request to Exit Motion

Bosch DS150i

Request to Exit Buttons

Securitron EEB2 & EEB3N

Intercoms

Commend ES931
Commend GE 300
Commend GE 200
2N IP Verso
2N IP Force

Power Supply

Altronix SMP10PM12P8/CB

EXHIBIT A

INSURANCE REQUIREMENTS FOR CONTRACTORS

The Contractor shall purchase and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors.

A. MINIMUM SCOPE AND LIMITS OF INSURANCE

1. **Workers Compensation**

Workers Compensation insurance shall be in compliance with the Workers Compensation law of the State of the Contractor's headquarters. Employers Liability is included with a minimum limit of \$1,000,000 per accident/per disease/per employee. If work is to be performed over water and involves maritime exposure, applicable LHWCA, Jones Act, or other maritime law coverage shall be included. A.M. Best's insurance company rating requirement may be waived for workers compensation coverage only.

2. **Commercial General Liability**

Commercial General Liability insurance, including Personal and Advertising Injury Liability and Products and Completed Operations, shall have a minimum limit per occurrence of \$1,000,000 and a minimum general annual aggregate of \$2,000,000. The Insurance Services Office (ISO) Commercial General Liability occurrence coverage form CG 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. Claims-made form is unacceptable.

3. **Automobile Liability**

Automobile Liability Insurance shall have a minimum combined single limit per accident of \$1,000,000. ISO form number CA 00 01 (current form approved for use in Louisiana), or equivalent, is to be used in the policy. This insurance shall include third-party bodily injury and property damage liability for owned, hired and non-owned automobiles.

B. DEDUCTIBLES AND SELF-INSURED RETENTIONS

Any deductibles or self-insured retentions must be declared to and accepted by the Agency. The Contractor shall be responsible for all deductibles and self-insured retentions.

C. OTHER INSURANCE PROVISIONS

The policies are to contain, or be endorsed to contain, the following provisions:

1. Commercial General Liability and Automobile Liability Coverages

- a. The Agency, its officers, agents, employees and volunteers shall be named as an additional insured as regards negligence by the contractor. ISO Forms CG 20 10 (for ongoing work) AND CG 20 37 (for completed work) (current forms approved for use in Louisiana), or equivalents, are to be used when applicable. The coverage shall contain no special limitations on the scope of protection afforded to the Agency.
- b. The Contractor's insurance shall be primary as respects the Agency, its officers, agents, employees and volunteers for any and all losses that occur under the contract. Any insurance or self-insurance maintained by the Agency shall be excess and non-contributory of the Contractor's insurance.

2. Workers Compensation and Employers Liability Coverage

To the fullest extent allowed by law, the insurer shall agree to waive all rights of subrogation against

the Agency, its officers, agents, employees and volunteers for losses arising from work performed by the Contractor for the Agency.

3. All Coverages

- a. All policies must be endorsed to require 30 days written notice of cancellation to the Agency. Ten-day written notice of cancellation is acceptable for non-payment of premium. Notifications shall comply with the standard cancellation provisions in the Contractor's policy. In addition, Contractor is required to notify Agency of policy cancellations or reductions in limits.
- b. The acceptance of the completed work, payment, failure of the Agency to require proof of compliance, or Agency's acceptance of a non-compliant certificate of insurance shall not release the Contractor from the obligations of the insurance requirements or indemnification agreement.
- c. The insurance companies issuing the policies shall have no recourse against the Agency for payment of premiums or for assessments under any form of the policies.
- d. Any failure of the Contractor to comply with reporting provisions of the policy shall not affect coverage provided to the Agency, its officers, agents, employees and volunteers.

D. ACCEPTABILITY OF INSURERS

1. All required insurance shall be provided by a company or companies lawfully authorized to do business in the jurisdiction in which the Project is located. Insurance shall be placed with insurers with an A.M. Best's rating of **A-:VI or higher**. This rating requirement may be waived for workers compensation coverage only.
2. If at any time an insurer issuing any such policy does not meet the minimum A.M. Best rating, the Contractor shall obtain a policy with an insurer that meets the A.M. Best rating and shall submit another Certificate of Insurance within 30 days.

E. VERIFICATION OF COVERAGE

1. Contractor shall furnish the Agency with Certificates of Insurance reflecting proof of required coverage. The Certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. The Certificates are to be received and approved by the Agency before work commences and upon any contract renewal or insurance policy renewal thereafter.
2. The Certificate Holder Shall be listed as follows:

State of Louisiana
Agency Name, Its Officers, Agents, Employees and Volunteers
Address, City, State, Zip
Project or Contract #:
3. In addition to the Certificates, Contractor shall submit the declarations page and the cancellation provision for each insurance policy. The Agency reserves the right to request complete certified copies of all required insurance policies at any time.
4. Upon failure of the Contractor to furnish, deliver and maintain required insurance, this contract, at the election of the Agency, may be suspended, discontinued or terminated. Failure of the Contractor to purchase and/or maintain any required insurance shall not relieve the Contractor from any liability or indemnification under the contract.

F. SUBCONTRACTORS

Contractor shall include all subcontractors as insureds under its policies OR shall be responsible for verifying and maintaining the Certificates provided by each subcontractor. Subcontractors shall be subject to all of the requirements stated herein. The Agency reserves the right to request copies of subcontractor's Certificates at any time.

G. WORKERS COMPENSATION INDEMNITY

In the event Contractor is not required to provide or elects not to provide workers compensation coverage, the parties hereby agree that Contractor, its owners, agents and employees will have no cause of action against, and will not assert a claim against, the State of Louisiana, its departments, agencies, agents and employees as an employer, whether pursuant to the Louisiana Workers Compensation Act or otherwise, under any circumstance. The parties also hereby agree that the State of Louisiana, its departments, agencies, agents and employees shall in no circumstance be, or considered as, the employer or statutory employer of Contractor, its owners, agents and employees. The parties further agree that Contractor is a wholly independent contractor and is exclusively responsible for its employees, owners, and agents. Contractor hereby agrees to protect, defend, indemnify and hold the State of Louisiana, its departments, agencies, agents and employees harmless from any such assertion or claim that may arise from the performance of this contract.

H. INDEMNIFICATION/HOLD HARMLESS AGREEMENT

1. Contractor agrees to protect, defend, indemnify, save, and hold harmless, the State of Louisiana, all State Departments, Agencies, Boards and Commissions, its officers, agents, servants, employees, and volunteers, from and against any and all claims, damages, expenses, and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur, or in any way grow out of, any act or omission of Contractor, its agents, servants, and employees, or any and all costs, expenses and/or attorney fees incurred by Contractor as a result of any claims, demands, suits or causes of action, except those claims, demands, suits, or causes of action arising out of the negligence of the State of Louisiana, all State Departments, Agencies, Boards, Commissions, its officers, agents, servants, employees and volunteers.
2. Contractor agrees to investigate, handle, respond to, provide defense for and defend any such claims, demands, suits, or causes of action at its sole expense and agrees to bear all other costs and expenses related thereto, even if the claims, demands, suits, or causes of action are groundless, false or fraudulent. The State of Louisiana may, but is not required to, consult with the Contractor in the defense of claims, but this shall not affect the Contractor's responsibility for the handling of and expenses for all claims.

Exhibit B Contractor Activities Post Bid Award

- Host a commencement meeting to familiarize contractor with University contacts and focal points. The meeting will also serve as a debriefing session to acquaint contractor with current status of security system at the LSUHSC and MCLNO campuses. The commencement meeting will also serve as a venue to identify Key Performance Indicators by which contractor's work will be evaluated.

- Participate in quarterly Business Performance Reviews (BPRs) to evaluate the security system. The BPR will be attended by key contractor personnel (including but not limited to the account manager, lead maintenance technician).

The Business Performance Reviews will measure performance indicators such as outages, instances of non-compliance, appearance of job sites. Additional Key Performance Indicators may be added throughout the contract duration as the need arises.

- Provide evidence of public liability and workman's compensation insurance in the form of a certificate of insurance at least 10 days prior to the effective date of the contract listing Louisiana State University Health Sciences Center as the additional insured. .